

Date: August 21, 2000

DSL-BQA-00-062

To: Home Health Agencies

HHA 23

From: Otis Woods, Chief  
Health Services Section

Via: Susan Schroeder, Director  
Bureau of Quality Assurance

**Additional Information on BQA Memo #00-012**

At the request of the Homecare Advisory Committee, we are sending you additional information regarding the announcement made in our BQA memo #00-012. In that memo the Bureau of Quality Assurance announced it was ceasing the formal Informal Dispute Resolution process for non-long term care providers. BQA also indicated that you could contact the Health Services Section supervisor of the surveyor who conducted your survey to clarify questions regarding the survey process and survey results.

While the structured mechanism (IDR) for discussing questions regarding a survey or the survey results has been discontinued, we did not want to end discussions of this nature. Discontinuing the IDR process offers providers easier access to the Bureau for discussion of survey results and it will improve Bureau responsiveness to your concerns.

You are encouraged to contact the following BQA staff whenever you have a question regarding the survey process or survey results:

Juan Flores, Supervisor, Health Care Regulatory Southern Unit (608) 261-7824

Southern Unit Surveyors:

Kathy Boyles, (608) 266-2319

Cremear Mims, (414) 227-4556

Judy Wilson, (608) 266-7266

Bev Samplaski, (414) 227-4615

Jane Walters, Supervisor, Health Care Regulatory Northern Unit (608) 267-7389

Northern Unit Surveyors:

Kelly Klein, (715) 836-3087

Jule DeGrave, (920) 448-5006

Kathy Slavens, (715) 836-6758

Arlene Schabo, (920) 448-5253

Jackie Bremer, (715) 365-2511

When you contact these individuals to discuss survey results, please be prepared to discuss the following items:

1. The specific change you are seeking;
2. Why the change is being sought;
3. What additional information you have that was not available at the time of survey.

It is our hope that this change will result in BQA being more responsive to your needs. If you have further questions or concerns regarding this process, please contact me at (608) 266-3878.

Cc: Juan Flores  
Jane Walters  
Barbara Woodford